STATE OF MISSOURI)
) SS.
COUNTY OF ST. LOUIS)

VERIFICATION

I, Stephen F. Morris, first being duly sworn, state on my oath that I am over the age of twenty-one years, sound of mind, and the Senior Attorney of petitioner MCI Telecommunications Corporation and its affiliates including MCImetro Access Transmission Services, Inc. I am authorized to act on behalf of MCI Telecommunications Corporation and its affiliates including MCImetro Access Transmission Services, Inc., regarding the foregoing Petition. I have read the Petition and I am informed and believe that the matters contained therein are true. Further, I hereby confirm that Carl J. Lumley, Leland B. Curtis and Curtis, Oetting, Heinz, Garrett & Soule, P.C., 130 S. Bemiston, Suite 200, Clayton, MO 63105, are authorized to sign all pleadings and documents necessary to receive the approval of the Missouri Public Service Commission of the foregoing Petition, and to represent MCI Telecommunications Corporation and its affiliates including MCImetro Access Transmission Services, Inc. in this proceeding.

Stephen F. Morris

On this 15 day of August, 1996, before me, a Notary Public, personally appeared Stephen F. Morris, and being first duly sworn upon his oath stated that he is over twenty-one years, sound of mind and the Senior Attorney of petitioner MCI Telecommunications Corporation and that he signed the foregoing document as Senior Attorney of MCI Telecommunications Corporation and its affiliates including MCImetro Access Transmission Services, Inc. and the facts contained therein are true and correct according to the best of his information, knowledge and belief.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my official seal in the County and State aforesaid, the day and year above-written.

CARL J. LUMLEY NOTARY SEAL NOTARY PUBLIC STATE OF MISSOURI

Notary Public

My Commission Expires: 6/3/98

CARL J. LUMLEY
NOTARY PUBLIC - STATE OF MISSOURI
ST LOUIS COUNTY
MY COMMISSION EXPIRES 6-3-1998

MCI Telecommunications
Corporation

MCI

8521 Leesburg Pike
Vienna, VA 22182

March 26, 1996

Mr. Ed Mueller, President
Southwestern Bell Telephone
Suite 4200, 1 Bell Center
St. Louis, MO 63101

Dear Mr. Mueller:

I am writing to notify you that MCI hereby requests Southwestern Bell to promptly commence good faith negotiations concerning Southwestern Bell's duties under the Telecommunications Act of 1996. MCI is anxious to work with Southwestern Bell to resolve each of the issues necessary to allow the development of full and effective competition, thereby avoiding the need to seek regulatory resolution should agreement not be achieved.

At MCI, we intend to use all of the options available to us under the terms of both Federal and state laws, plus applicable state commission rulings to bring about facilities based competition in the local market. We intend to purchase unbundled network elements, unbundled service attributes (including directory listings, E911, 411, and others), leased facilities, leased transport, wholesale service for subsequent resale and other approaches combined with our own local network investment to accelerate the process of bringing competitive choice to all telecommunications markets.

MCI seeks access and interconnection under the Act for the full range of local exchange, exchange access and interexchange services that MCI will provide. Accordingly, we need our negotiations with you to be comprehensive. They should cover the terms and conditions of our mutual network interconnection, MCI's use of unbundled network elements, resale, removal of any anticompetitive terms and conditions in your current tariff, and any other provisions encompassed by the Act, including access.

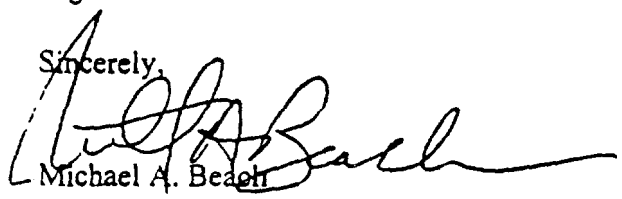
These negotiations will be on behalf of MCI Telecommunications and all of its affiliates, including MCImetro, and we would also expect to cover all of the Southwestern Bell region-wide operations in these negotiations since the Act applies to all states.

I am sure that previous discussions with MCI and our public filings have given Southwestern Bell a perspective on our requirements. However, to further expedite these negotiations, MCI has conducted a comprehensive review of the Act and is prepared to provide Southwestern Bell with MCI's positions and requirements. Southwestern Bell should also provide MCI with copies of incremental cost studies of Southwestern Bell services and network elements. These steps will allow us to more promptly reach agreement. We would also appreciate promptly receiving from Southwestern Bell copies of existing agreements with all other local exchange carriers -- including agreements with incumbent LECs (such as EAS agreements) as well as with new entrants -- plus agreements entered into before February 8, 1996 consistent with Section 252 (a) (1).

Since the way in which these issues are resolved will affect all telecommunications carriers we have no objection to making any other parties aware of the nature and content of our discussion with you. This will allow for the open and shared negotiation process that is clearly intended by the Act and is clearly needed to make the process fair and efficient.

I would suggest that a small group of (2-3) executives from each of our companies meet at our offices in Vienna, Virginia to begin discussions. I will be MCI's contact for establishing these negotiations and can be reached at 703-903-1190 to set a mutually convenient date and time.

Sincerely,



Michael A. Beach
Vice President - Local Markets

MCI REQUIREMENTS
FOR
INTERCARRIER AGREEMENTS

INTERCONNECTION AND ACCESS, UNBUNDLING, RESALE, ANCILLARY SERVICES, AND ASSOCIATED ARRANGEMENTS

Issue: June 7, 1996
(Subject to Revision)

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I. INTERCONNECTION

Definition: The connection of the telecommunications facilities and equipment of any telecommunications carrier with the ILEC's network for the transmission and routing of telephone exchange and exchange access services.

Interconnection can occur at any technically feasible point within the ILEC's network, and must be at least equal in quality to that provided by the ILEC to itself and at rates, terms and conditions that are just, reasonable and non-discriminatory.

REQUIREMENTS

1. Point of Interconnection
2. Trunking
3. Traffic Types
4. Signaling
5. Compensation
6. Business Processes
   - 6.1 Order Processing
   - 6.2 Provisioning & Installation
   - 6.3 Trouble Resolution, Maintenance, Customer Care
   - 6.4 Billing
7. Quality of Service
8. Information

Business Area	Requirement
1. Point of Interconnection (POI):	1.1 Each interconnecting carrier must designate at least one POI on the other carrier's network for each local calling area. Each carrier has the responsibility for providing its own facilities to route calls (1) originating on its network and terminating on the other carrier's network to its POI, and (2) originating on the other local exchange carrier's network, but terminating on its network from that carrier's POI. There is no requirement that a carrier establish more than one POI for any local calling area, but nothing should prevent MCI from designating more than one POI upon mutual agreement of the carriers. There should be no charge for provision of the POI facilities. 1.2 POIs may be at any technically feasible point on the networks, including, but not limited to: tandem switches, end office switches or other wire centers. Collocation is not a requirement for establishing a POI. POIs can be established via meetpoint, collocation and other mutually agreed to methods. 1.3 Carriers agree to install efficient and sufficient facilities to route calls (1) originating on its network and terminating on the other carrier's network to its POI, and (2) originating on the other local exchange carrier's network, but terminating on its network from that carrier's POI, and will work cooperatively to ensure such.

1.4 ILEC may not impose any restrictions on traffic types delivered to/from the POI(s).

1.5 A carrier may make any modifications or additions to its designated POIs in order to add capacity or establish new POIs. Such changes should not require a new contract, but should be covered by a master service agreement

1.6 Each carrier preserves the option to designate its POI at the most efficient point for its purposes.

1.7 A carrier should not impose on the other the inefficiencies of its network design; any additional costs resulting from the inefficiencies of an ILEC's network design should be borne by the ILEC and not imposed on MCI.

1.8 Once traffic is delivered to the POI, it is the terminating carrier's responsibility to terminate the traffic to its end users. Calls should be terminated using the same network, ensuring the same quality of service, as the carrier provides its own customers.

2. Trunking

2.1 Trunking should be available to any switching center designated by either carrier: including end offices, local tandems, access tandems, 911 routing switches, directory assistance/operator services switches, or any other feasible point in the network. Carriers should have the option for either one-way or two-way trunking. Directionality in this case refers to the traffic flowing between two networks, not to the logical or physical configuration of the trunk. All trunks should be configured two way for testing purposes.

2.2 There should be no restrictions on the types of traffic that can be combined on a single trunk group. In the eventuality that there is good reason for traffic separation then the carrier receiving the traffic should determine the types of traffic that can be combined (e.g. local, intraLATA toll, interLATA access). To the extent necessary to apply the appropriate compensation arrangement, Percent Usage reporting should be established.

2.3 Carriers should offer B8ZS Extended Super Frame (ESF) facilities to each other, and will make these facilities available to allow for transmission of voice and data traffic.

2.4 Trunking should be available at any feasible point that is used in the transmission of voice, data or other types of traffic (e.g., file servers, SCPs, DXCs, ATM switches, etc.)

3. Traffic Types:

3.1 Carriers should provide the necessary facilities and equipment to allow for the exchange of the following types of traffic between ILEC(s) and MCI:

3.2 **Local Exchange** - local traffic to be terminated on each party's local network so that customers of either party have the ability to reach customers of the other party without the use of access codes

3.3 **Exchange Access** - The offering of access to telephone exchange services or facilities origination and termination of intraLATA or interLATA toll services.

3.4 **IXC Transit** - the ILEC must provide intermediary network access service between MCI and any IXC for the purpose of completing interLATA or intraLATA toll traffic. Each carrier will provide their own network access services to the IXC on a meet-point basis.

3.5 **Other Transit functions** - the ILEC must provide intermediary tandem switching and transport services for MCI's connection of its end user to a local end user of other CLECs, ITCs, and wireless telecommunications providers.

3.6 **Intelligent network** - The ILEC must provide open logical and physical interconnection points to AIN/IN interface in their network. Refer to Section X, Part 6.

3.7 **Other Services** - The ILEC must provide connection and call routing for 911, E-911, directory assistance, and operator assistance services.

3.8 **Network surveillance** - The ILEC must provide access to monitoring, surveillance and other fraud control functions in its network.

4. Signaling:

4.1 ILEC must provide interconnection to and from intelligent network, signaling, monitoring, surveillance and fraud control points.

4.2 ILEC shall provide and implement all SS7 Mandatory and Optional parameters as well as procedures that are defined in the ANSI standards even if today's services do not specifically requires these features. These functions shall include:

a. All functions of the ISUP, TCAP, SCCP, MTP as specified in the ANSI specifications.

b. All functions of the OMAP including MTP Routing verification Test(MRVT) and SCCP Routing Verification Test(SRVT).

4.3 ILEC shall provide options to interconnect all the systems connected to the ILEC SS7 network. These options shall include:

A & E-Link access from the MCI local switching system.
D-Link access from MCI STPs.
F-link access to the ILEC EO/AT and to ILEC Data Bases.

4.4 ILEC shall provide a signaling link which consists of a 56 kbs

transmission path or other rates as defined by ANSI standards between MCI designated signaling Points of Interconnect(SPOIs), satisfying an appropriate requirement for physical diversity.

4.5 ILEC shall meet or exceed SS7 performance objectives as described in Bellcore TR-905 section 7, MTP and SCCP performance as specified in ANSI.

4.6 Carriers shall have the option for Multi-frequency (MF) signaling, but only when either party does not have the technical capability to provide SS7 facilities.

4.7 Other Requirements:

a. CIP (CIC within the SS7 call set-up signaling protocol) at no charge.

b. All SS7 signaling parameters must be provided including Calling Party Number (CPN). All privacy indicators must be honored.

c. Carriers must provide to one another signaling System 7 (SS7) trunking.
- GR-394 SS7 interconnect to IXCS
- GR 317 SS7 interconnection between ILEC/MCI switches.

4.8 Carriers must support intercompany 64kbps clear channel.

4.9 Carriers will cooperate in the exchange of TCAP messages to facilitate full inter-operability of SS7- based features between their respective networks, including all CLASS features and functions, to the extent each carrier offers such features and functions to its own end users.

4.10 Inter-network connection and protocol must be based on industry standards developed through a competitively neutral process, consistent with section 256 of the Federal Telecommunications Act of 1996, open to all companies for participation. All carriers must adhere to the standard.

4.11 The standards and ILEC developed requirements/specifications for the network-user interface must be compatible with the network-network interface.

5. Compensation:

5.1 Exchange Access

5.1.1 Exchange access must be priced at TSLRIC. This includes both switched and special access.

5.2 Reciprocal Compensation

5.2.1 See XIII. Reciprocal Compensation Arrangements for Local Exchange Traffic.

5.2.2 There should be no charge for the provision of POI facilities.

5.2.3 The ILEC will absorb any Non Recurring Charges (NRCs) incurred by MCI as a result of network redesigns/reconfigurations initiated by the ILEC to its own network.

5.3 SS7 - SS7 links must be priced at TSLRIC

5.4 Transit - Transit must be priced at TSLRIC

6. Business Processes

6.1 Order Processing:

6.1.1 The ILECs must establish dedicated carrier ordering centers, available 7 days a week, 24 hours a day.

6.1.2 Standardized electronic interfaces for the exchange of ordering information must be made available using industry standard order formats and methods. Electronic bonding should be established to provide direct access to the ILEC order processing database

6.1.3 The ILEC is responsible for ordering facilities to terminate traffic to MCI. MCI will supply Firm Order Commitments (FOC) and Design Layout Reports (DLR) as described in 6.2.1.

6.1.4 When 2-way trunking is employed, the parties will select a mutually agreeable automated ordering process.

6.2 Provisioning & Installation

6.2.1 ILECs need to establish and adhere to competitive intervals for the delivery of FOCs, DLRs and facilities. Such intervals need to ensure that facilities are provisioned in timeframes and according to standards that meet or exceed those that the ILEC provides to itself for its own network and/or to end users. Intervals should not exceed 10 business days where facilities are available.

6.3 Trouble Resolution, Maintenance, Customer Care

6.3.1 The ILECs must establish dedicated carrier service centers available 7 days a week, 24 hours a day.

6.3.2 Voice response units or similar technologies should be used to refer/transfer calls from customers to the proper carrier for action.

6.3.3 MCI must have real time read and write access via an electronic interface to the ILEC's maintenance and trouble report systems including the following systems and/or functionality:

- Trouble reporting/dispatch capability - access must be real time
- Repair status/confirmations; maintenance/trouble report systems
- Planned/Unplanned outage reports

6.3.4 Each carrier has the duty to alert the other(s) to any network events that can result or has resulted in service interruption, blocked calls, changes in network performance, on a real time basis

6.3.5 Maintenance service options must be unbundled to permit the use of qualified third party contractors for maintenance/repair of interconnect facilities.

6.3.6 ILECs need to adopt multi-ILEC trouble management procedures developed by the Network Operations Forum (NOF) (See Appendix 3).

6.3.7 Escalation process - NOF (See Appendix 3).

6.3.8 Carriers must work cooperatively to plan and implement coordinated repair procedures for the local interconnection trunks and facilities to ensure trouble reports are resolved in a timely and appropriate manner.

6.3.9 Carriers will provide each other with a trouble reporting number that is readily accessible and available 24 hours a day, 7 days a week. In addition, carriers will provide each other test-line numbers and access to test lines.

6.3.10 Cooperative practices and processes for law enforcement and annoyance call handling must be specified.

6.4 Billing

6.4.1 ILECs and MCI agree to conform to MECAB and MECOD guidelines. They will exchange Billing Account Reference and Bill Account Cross Reference information and will coordinate Initial Billing Company/Subsequent Billing Company billing cycle.

6.4.2 Meet point billing arrangements should be made available to MCI as a CLEC on the same terms and conditions as made available to other independent LECs engaged in meet point billing arrangements with the ILEC. MCI requires multiple bill/single tariff arrangements to be implemented.

6.4.3 There should be no discrete development charges imposed on MCI for the establishment of meet point billing arrangements.

6.4.4 The ILEC will prepare and transmit Inward Terminating call records for the appropriate IXC to MCI

6.4.5 The ILEC will receive EMR summary records from MCI for Inward Terminating and Outward Originating calls for the appropriate IXC, and use these records to bill access charges to the IXC.

6.4.6 The ILEC must agree to capture inward terminating call records and send them to MCI or their billing agent in a format to be advised by MCI.

6.4.7 MCI agrees to capture EMR summary records for Inward Terminating
and outward originating calls and send them to ILEC in daily files via a media to be advised by MCI.

6.4.8 ILEC will provide MCI with IXC billing information for IXCs that transit ILEC tandem. Any IXC billing information provided by ILEC to
MCI with respect to Meet Point Billing will be used solely for that purpose.

6.4.9 ILEC must agree to exchange test files to support implementation of meeting point billing prior to live bill production

6.4.10 When MCI owns the end-office, the ILEC will not bill the RIC to either MCI or the IXC.

6.4.11 The ILECs must indemnify MCI for any fraud due to network compromise (e.g., Clip-on, missing information digits, missing toll restriction, etc.).

7. Quality of Service

7.1 Interconnection quality of service should be no less than that provided by the ILEC for its own services.

7.2 Both parties must agree to specified design objectives on local interconnection facilities. MCI's standard is P.01 in the busy day busy hour.

7.3 Interconnect circuit provision and restoration should take priority over any other non-emergency ILEC network requirement.

7.4 ILEC should adhere to competitive intervals for installation of POIs and in no case should be longer than 60 calendar days

7.5 The parties must agree to a process for emergency, short-interval augmentations to account.

7.6 The companies must agree upon a mechanism for deal with breach of agreed quality-of-service standards.

7.7 ILEC must provide maintenance services to MCI customers in a manner that is timely, consistent and at parity with the ILEC's customers. At a minimum, the quality of the leased elements should match that of the ILEC's own elements and in general conform to all applicable Bellcore and ANSI requirements specific to the type of service to be provided.

8. Information

8.1 Completion confirmation must be provided to ensure that all necessary translation work is completed on newly installed facilities or augments.

8.2 The ILEC must publish comparative data reporting ILEC vs. CLEC quality of service (average length of outages, percentage of call failures, etc.)

8.3 The parties shall periodically exchange technical descriptions and forecasts of their interconnection and traffic requirements in sufficient detail to assure traffic completion to and from all customers within the appropriate calling areas.

8.4 ILEC must provide and update an electronic copy of their switch Network ID Database with complete list of feature/functions by switch, NPA/NXXs, bus/res counts and identification, rate centers, etc.

(See Appendix 5 for Interconnect Architecture and Trunking Topology Diagrams)

II. NON-DISCRIMINATORY ACCESS TO NETWORK ELEMENTS

***DEFINITION:** ILEC must offer to any requesting telecommunications carrier unbundled access to all physical and logical network elements at any technically feasible point without restriction as to how they are combined with each other or with components supplied by the requesting telecommunications carrier to provide a telecommunications service.*

REQUIREMENTS
1. Unbundled Element List
2. General Requirements
3. Compensation
4. Quality of Service
5. Information
6. Business Processes
   - 6.1 Order Processing
   - 6.2 Provisioning and Installation
   - 6.3 Trouble Resolution, Maintenance and Customer Care
   - 6.4 Billing

Business Area	Requirement
1. Unbundled Element List	1.1 **LOCAL LOOP** (detailed in section IV), composed of the following elements which can be purchased separately: Network Interface Device/Unit Loop Distribution Digital Loop Carrier/analog cross connect Loop Feeder 1.2 **LOCAL SWITCHING** (detailed in section VI) composed of the following rate elements: Line Port Trunk Port Switch Capacity including Signaling/Database required to create or bill call path 1.3 **TANDEM/TRANSIT SWITCHING** The establishment of a temporary path between two switching offices through a third (tandem) switch. 1.4 **ANCILLARY SERVICES** (detailed in sections VII and VIII) Operator Service DA 911 1.5 **TRANSPORT** (detailed in section V) Dedicated Interoffice Trunks, with and without electronics, Common Interoffice Trunks Multiplexing/Digital Cross Connect

1.6 **DATA SWITCHING**
An element that provides data services (e.g., frame relay or ATM) switching functionality.

1.7 **INTELLIGENT NETWORK and ADVANCED INTELLIGENT NETWORK** (detailed in section I and X)

2. General Requirements

2.1 Any telecommunications carrier must have nondiscriminatory access to the unbundled ILEC network elements, and their functional components, used in any ILEC products or service including:

Grandfathered products and services.

Tariffed and non-tariffed products and services

Existing products and services eg. expanded interconnection, or physical collocation, must be unbundled into placement cage and fiber route components

Enhanced products and services eg. ADSL, BDSL, ISDN, BISDN services

Future products and services eg. ATM services using non-E.164

2.2 Carrier access must not be restricted:

ILEC should not take any steps to construct the network in such a way that prevents access to network elements. The ILEC should work to facilitate access to network elements.

Artificial restrictions on use of components to be eliminated. eg. No restrictions on the carrier's selection of equipment to deploy in the placement cage. No restrictions on the type of traffic that the carrier provides using the components.

Components be combined without restriction. eg. The carrier installs selected equipment in a placement cage at an ILEC central office and terminates ILEC unbundled loops into that cage. The carrier purchases ILEC or CAP transport to extend the unbundled loops back to its switching network.

2.3 Carrier must be at parity with the ILEC (or its affiliates) in provision of unbundled elements. This must at a minimum include:

Switch features at parity
Treatment during overflow/congestion conditions at parity
Equipment/interface protection at parity
Power redundancy at parity
Sufficient spare facilities to ensure provisioning, repair, performance, and availability at parity

	Standard interfaces Real time control over switch traffic parameters. Real time access to integrated test functionality. Real time access to performance monitoring and alarm data affecting MCI network.
	2.4 ILECs must implement open Physical and Logical interconnection points to fully unbundle their AIN/IN network (See Section X Part 6.0).
3. Compensation	3.1 All unbundled network elements and their unbundled functional components must be priced at TSLRIC *Example: transport services not priced at current special access transport rates*
	3.2 ILEC pricing must reflect the full imputation of all costs of the factors of production utilized in providing any given service.
	3.3 Ability to purchase any equipment from ILEC at prices that reflect their costs.
4. Quality of Service	4.1 The companies must agree on a mechanism for dealing with breaches of agreed quality-of-service standards
	4.2 Provisioning support 7 days a week, 24 hours a day
	4.3 Any new electronic interface must have no negative impact on existing interfaces MCI or other carriers have with the ILEC today for traditional services.
	4.4 Intervals and level of service no less than tariff or, if it is higher, no less than currently being performed by the ILEC for its own customers or for other carriers, whichever is higher.
	4.5 Negotiated performance metrics with the ILEC. Results to be reviewed quarterly or on an as needed basis.
	4.6 The ability to determine customer's existing service and feature configuration by access to the appropriate database with the appropriate authorization.
	4.7 ILEC must provide maintenance services on Unbundled Elements provisioned to MCI in a manner that is timely, consistent and at parity with the ILEC's customers. At a minimum, the quality of the leased elements should match that of the ILEC's own elements and in general conform to all applicable Bellcore and ANSI requirements specific to the type of service to be/being provided.

4.8 The ILEC must develop a formal process to track, analyze and continuously improve service levels.

5. Information

5.1 Identification and description of all elements related to providing service

5.2 A list/description of all services and features available down to street address detail, including: Type of Class 5 Switch by CLLI, line features availability by LSO, and service and capacity availability by LSO. MCI further requires a complete layout of the data elements that will be required to provision all such services and features.

5.3 Detailed description of the criteria and process used for handling facility and power outages on an agreed upon severity and priority basis.

5.4 The ILEC must provide an initial electronic copy and a hard copy of the service address guide (SAG), or its equivalent, on a going forward basis. Updates are expected as changes are made to the SAG.

5.5 The ILEC to provide engineering information on all unbundled elements/combinations used for data, private line, foreign exchange, voice, etc. This would include the information that would normally be provided on records such as the detailed design layout records for loops and circuits.

5.6 Parity with the ILEC regarding knowledge of any engineering changes associated with the incumbent's network elements and deployment of new technologies.

6. Business Processes

6.1 Order Processing

6.1.1 A real-time Electronic Communication interface to the ILEC for ordering and provisioning. (i.e. Electronic Access to SAG or its equivalent)

6.1.2 The ability to order any defined element using agreed upon ordering/provisioning codes and have those codes flow through for billing.

6.1.3 Although MCI shall purchase the Unbundled Local Switching (ULS) element by committing to a minimum amount of line port, trunk ports and switch capacity on an end office by end office basis, business processes must be in place to allow that capacity to be utilized by individual customers, in combination with other network elements.

6.1.4 Particular combinations of elements, hereafter referred to as combinations, identified and described by MCI can be ordered and provisioned as combinations, and not require the enumeration of each element within that combination on each provisioning order. When MCI removes or replaces one element of a combination they must not be required to reorder the remaining elements of the combination over again.

6.1.5 Appropriate ordering/provisioning codes must be established for each identified combination.

6.1.6 When combinations are ordered where the elements are currently interconnected and functional, those elements must remain interconnected and functional.

6.1.7 When purchasing switching capabilities, until such time as numbering is administered by a third party, MCI requires the ability to obtain telephone numbers on-line from the ILEC, and to assign these numbers with MCI customer on-line. This includes vanity numbers. Reservation and aging of numbers remain the responsibility of the ILEC.

6.1.8 When purchasing switching capabilities, MCI requires the ability to order all available features on that switch. (e.g., call blocking of 800, 900, 976, 700 calls by line or trunk on an individual service basis).

6.1.9 The ability to have the ILEC end office AIN triggers initiated via a service order from MCI.

6.1.10 MCI and the ILEC must negotiate a standard service order/disconnect order format.

6.1.11 When necessary, MCI requires the "real time" ability to schedule installation appointments with the customer on-line and access to the ILEC's schedule availability.

6.1.12 "Real-time" response for: Firm order confirmation, due date availability/scheduling, dispatch required or not, identify line option availability by LSO (such as Digital Copper, Copper Analog, ISDN, etc.), completion with all service order and time and cost related fees, rejections/errors on service order data element(s), jeopardizes against the due date, missed appointments, additional order charges (construction charges), order status, validate street address detail, and electronic notification of the local line options that were provisioned, at the time of order completion, by the ILEC for all MCI local customers. This applies to all types of service orders and all elements.

6.1.13 The ILEC to notify MCI if a customer requests changes to their service at the time of installation. Specific scenarios and a process to handle changes will be required.

6.1.14 Expedite and escalation processes for ordering and provisioning.

6.1.15 MCI requires a process to expedite an order on a customers behalf.

6.2 Provisioning and Installation

6.2.1 The ILEC to provide all test and turn-up procedures and to provide all testing in support of the unbundled elements/combinations/services ordered by MCI. Testing and turn-up should be product specific and tailored to what is being ordered and how it will be used.

6.2.2 The ILEC to notify MCI prior to disconnect of any MCI unbundled element/combination/service.

6.2.3 All notices, invoices, and documentation provided to the customer at the customer's premises by the ILEC's field personnel be branded MCI.

6.2.4 The ability to test or have the ILEC test all elements/combinations.

6.3 Trouble Resolution, Maintenance and Customer Care:

6.3.1 A real-time automated industry standard electronic interface (EBI) to perform the following functions:

Trouble Entry
Obtain Trouble Report Status
Obtain Estimated Time To Repair (ETTR) and ILEC Ticket Number
Trouble Escalation
Network Surveillance- Performance Monitoring (i.e., proactive notification of "auto detects" on network outages from the local supplier)

6.3.2 A process for the management of misdirected service calls must be developed

6.3.3 A jointly developed process with the ILEC to conduct Busy Line Verification (BLV) and Emergency Interrupt.

6.3.4 ILEC establish and staff a Maintenance Center to act as MCI's single point of contact (SPOC) for all maintenance functions and should operate on a 24 hour day, 7 days a week basis.

6.3.5 All trouble shooting will be performed by the ILEC and the ILEC will be responsible for the reported trouble until turned back to MCI.

6.3.6 An escalation process for resolving maintenance troubles.

6.3.7 The ILEC must perform a Mechanized Loop Test (Quick Test) at the request of MCI while MCI is on line.

6.3.8 The ILEC to provide progress status reports so that MCI will be able to provide end user customers with detailed information and an estimated time to repair (ETTR).